

FIG. 1

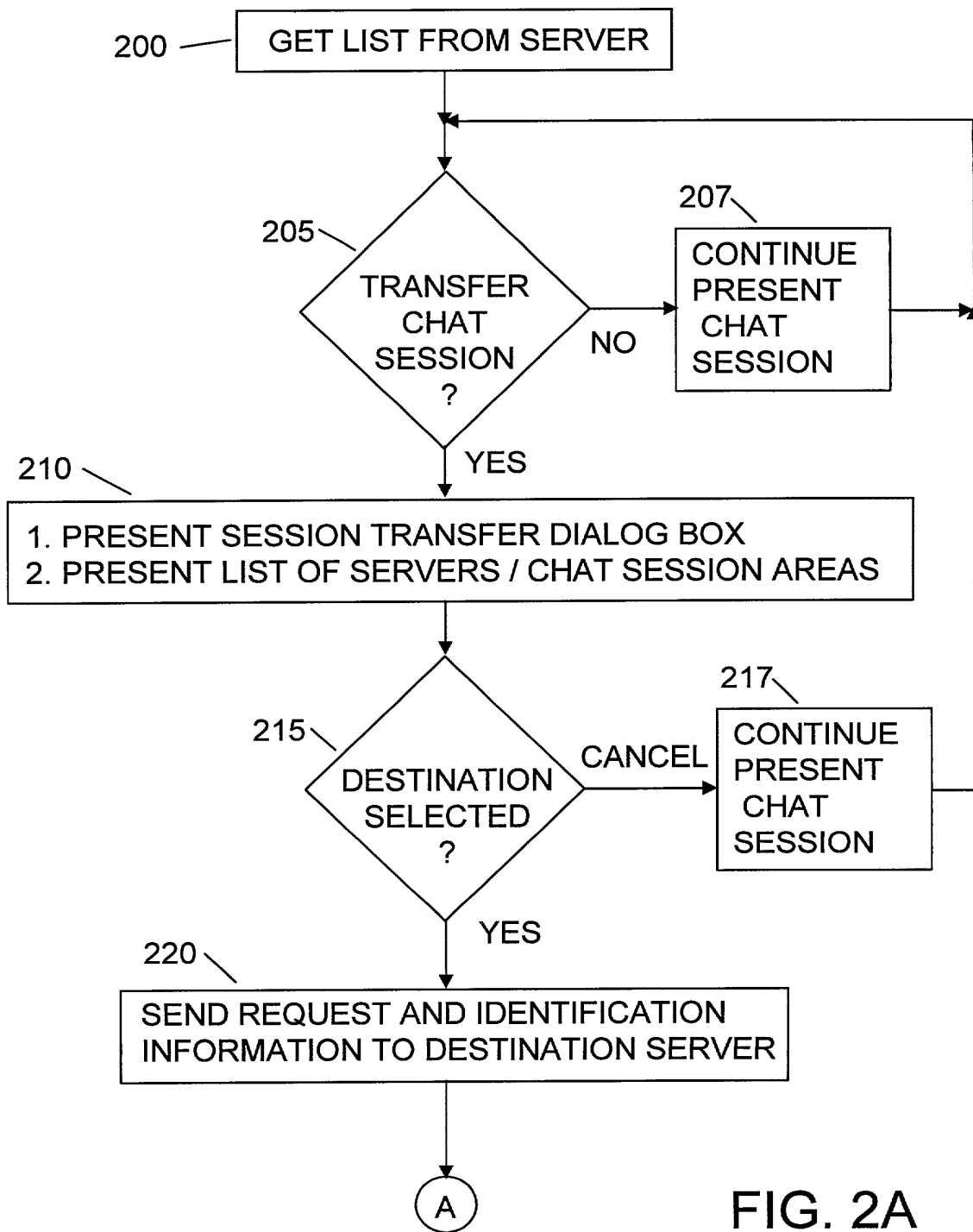


FIG. 2A

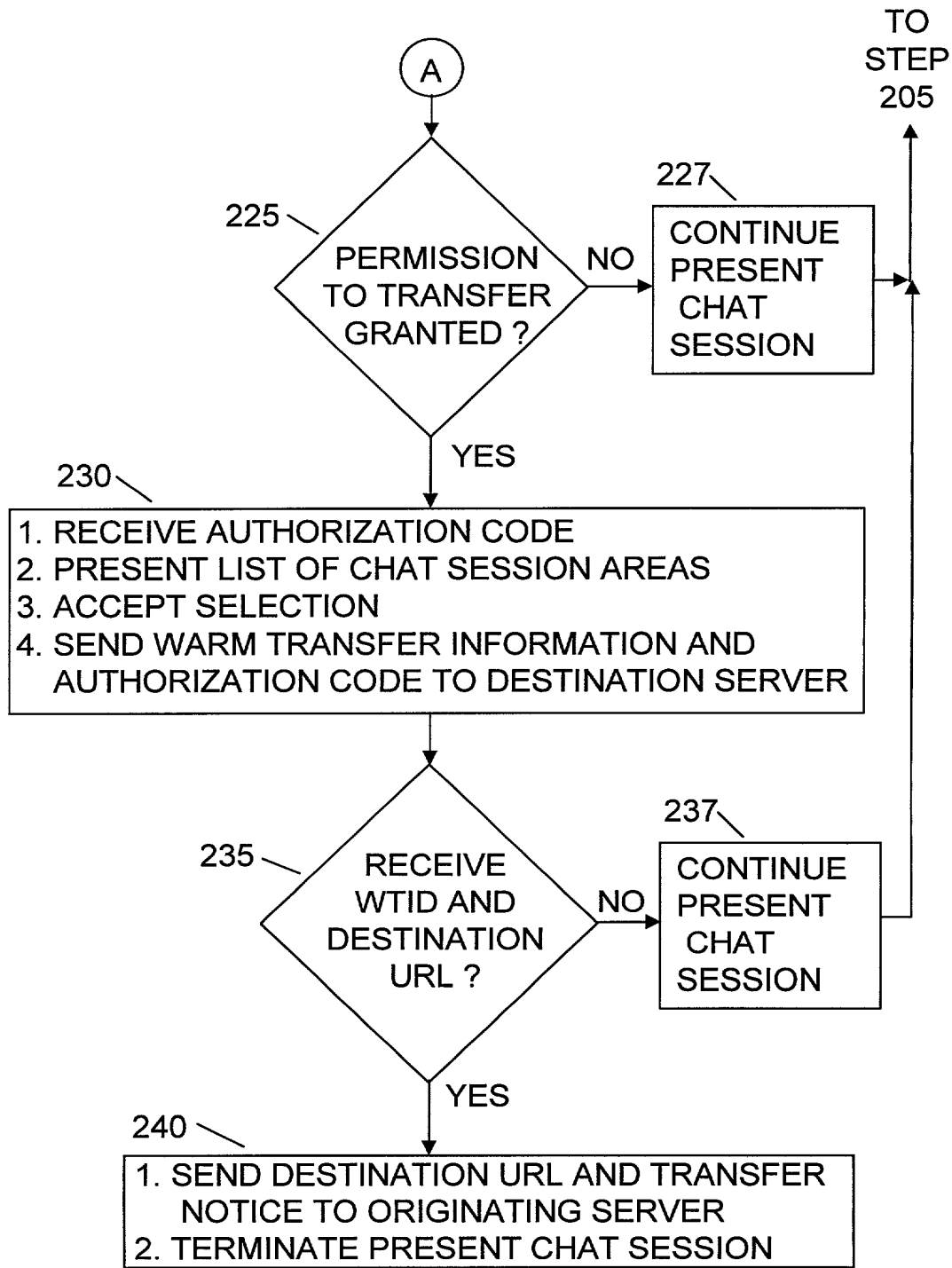


FIG. 2B

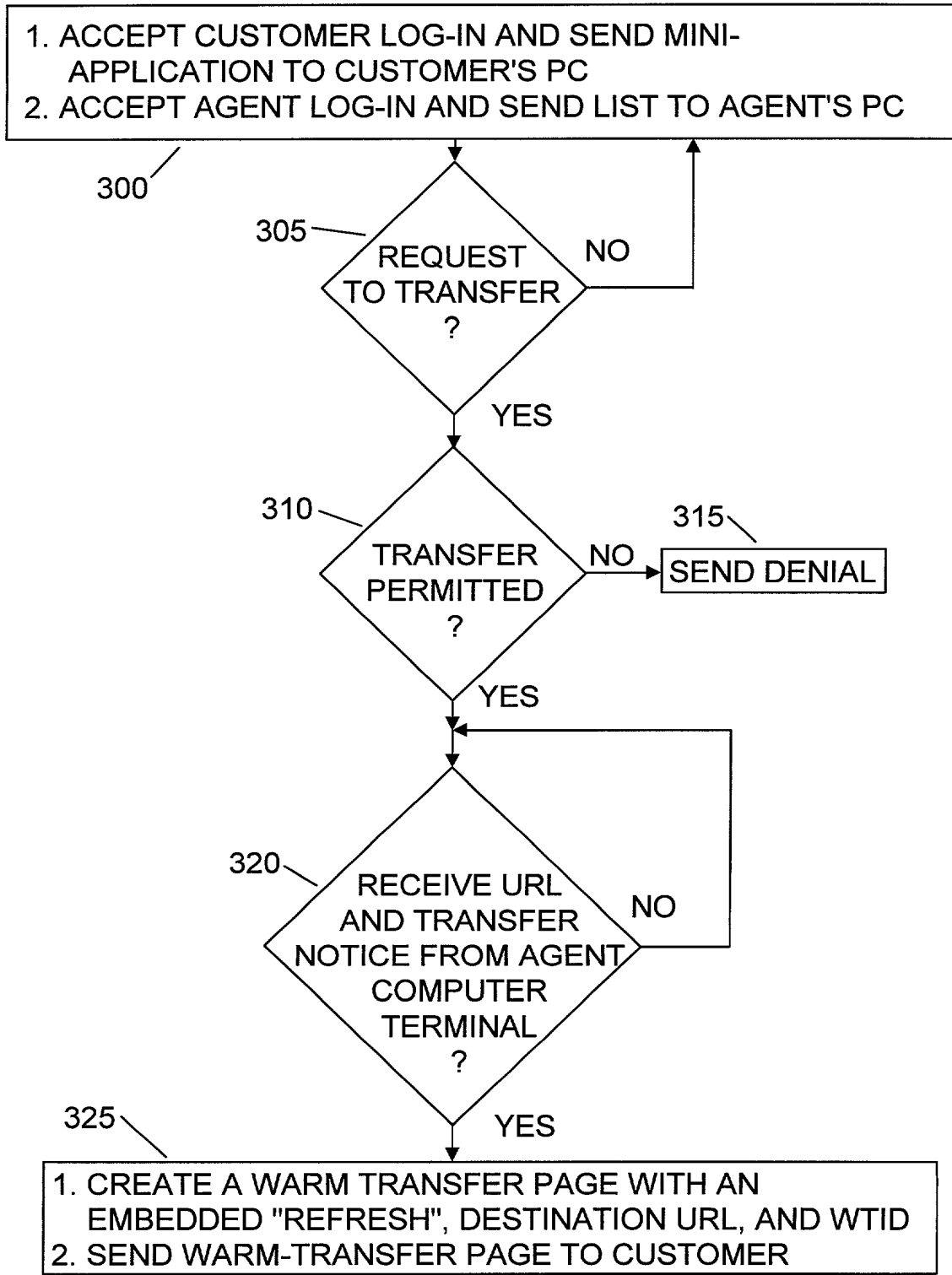
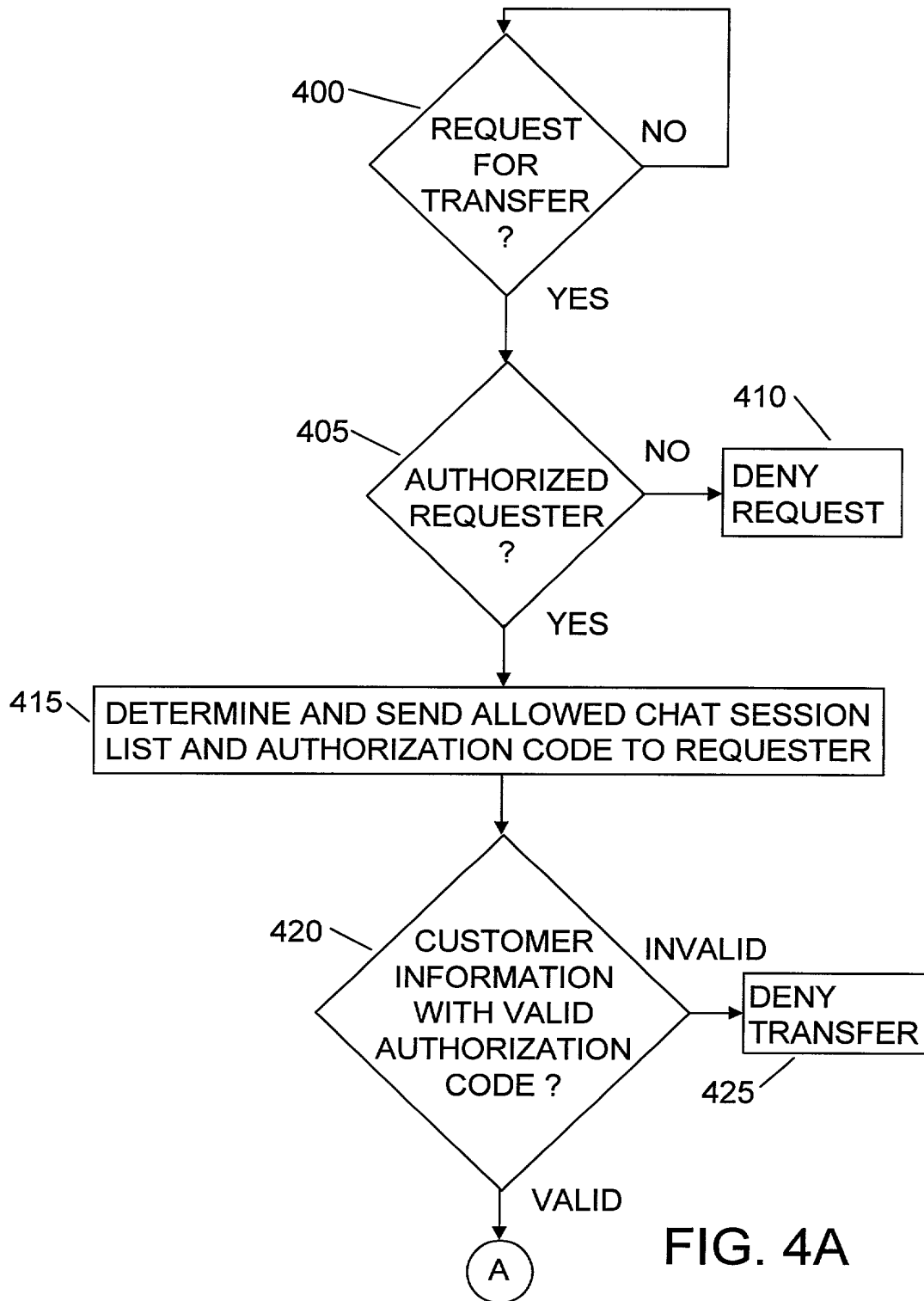


FIG.3



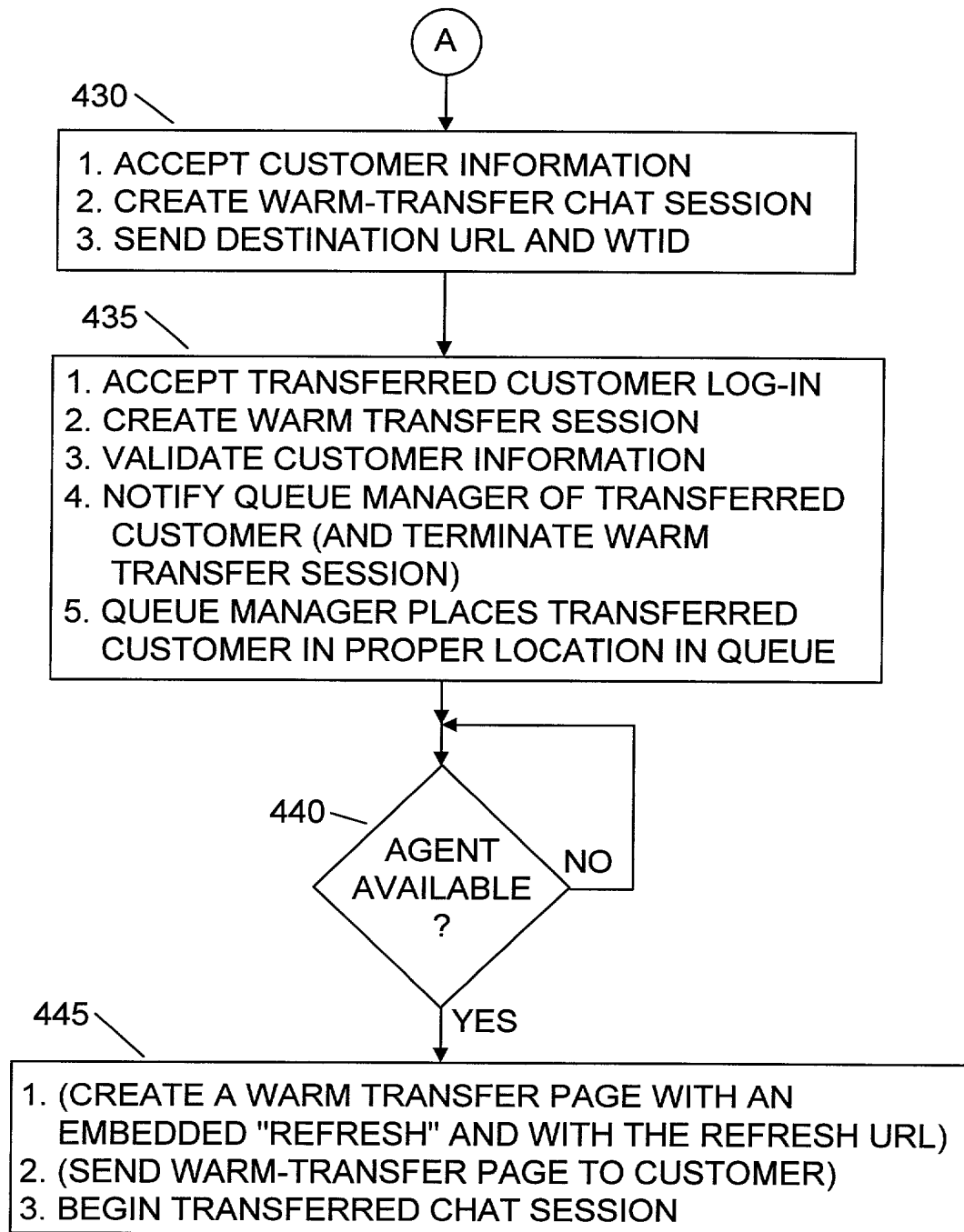


FIG. 4B

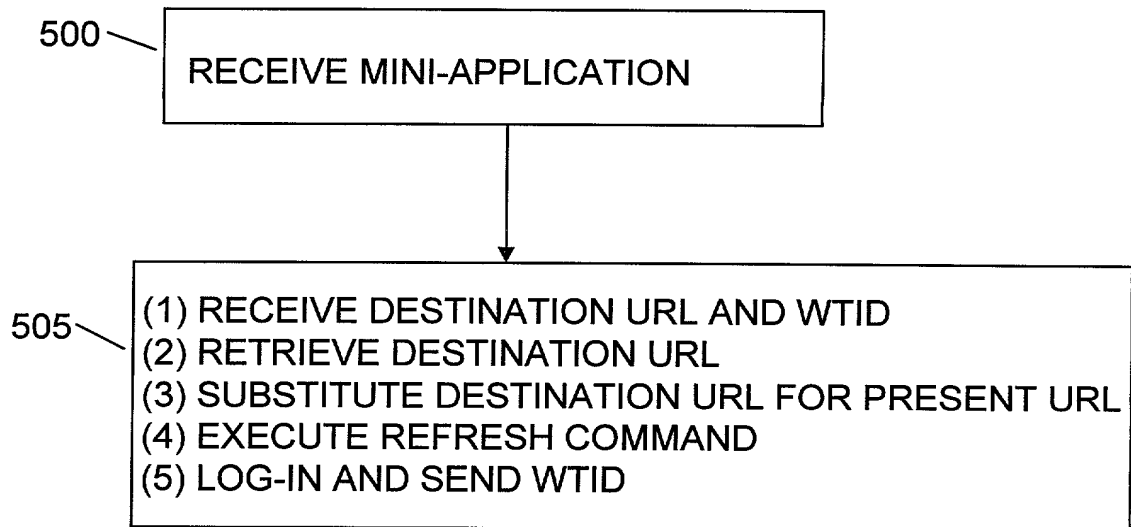


FIG. 5

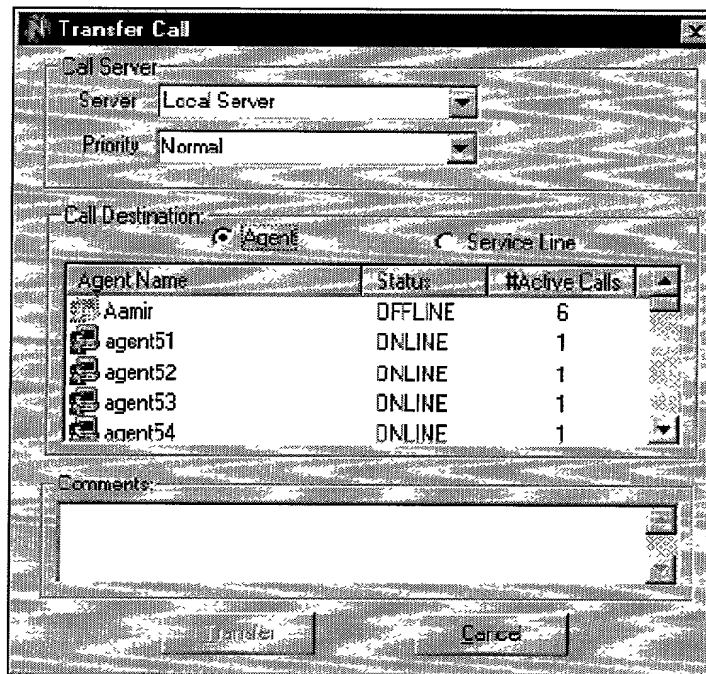


FIG. 6A

Transfer Call

Call Server

Server

beowolf

Priority

Normal

Edit

Call Destination

Agent

Service Line

Service Line Name	#Online Agents	#Customers
* Visitor Queue	0	0
Sample Queue	0	0

Comments

Transfer

Cancel

FIG. 6B